

Comcast Cable Franchise Comments Received By Phone

Paul

Concerned Comcast would leave town if City did not renew the franchise.

Jason Glenn – 303.819.2582, jasonslenn@gmail.com

Phone and internet service is intermittent and the technical service staff is inadequate

Raj – 778 Club Circle, 775.622.7090

Has had many issues with broadband service, found customer service to be poor, problems on their network were at fault.

Mary Bowen – 1108 Hillside, 303.665.3806

Doesn't subscribe to Comcast uses DirectTV

Jim Peck – 760.846.5678

Love their internet service but doesn't want to packet it with TV as he doesn't have a TV. Required to bundle services event though I don't have a TV.

Frank Chavez – 2430 Evans

Have had Comcast for over one year and very happy with the service.

Mary Turowsky

They keep raising the prices

Balfour Resident

Took away the Turner channel she liked and put in on a more expensive tier. That tier is too expensive.

No Name, Senior Citizen

- Problems with her remote and it took multiple visits for the technicians to fix it and get her a universal remote.
- Service people didn't know what they were doing, took multiple calls to get it corrected.
- Received a credit for her problems but as she doesn't use the electronic bill pay she doesn't know how to apply the credit to her bill.
- Charged for digital boxes she is not using
- Fees keep going up, particularly if you want specific channels
- Show the same shows over and over again.

Chris Stone

- Shut off cable two days earlier than supposed to and took 6-7 hours to get it turned back on after making payment and multiple conversations.
- Customer service is absolutely poor so thinking of changing carriers
- Service is terrible
- Waited 45 minutes to speak to a representative on the phone

Doris Channel

Removed the channels I like from my tier.

Mary Nickerson – Senator Court

I love Comcast.

John Eckel – 326 Diamond Circle

Very happy with cable television service we receive from Comcast.

Karen Lian

Comcast has fixed my problems promptly and persevered to fix it when it was difficult.
The cost is expensive by very satisfied with the service.

Scott Jones

Happy with my Comcast

Rosemarie Angie Bartong – Copper Lane

Have had phone and TV for years with Comcast. They are very expensive even for the lower tiers of service.

Lawrence B. Anderson – 632 Manorwood Lane

Been with Comcast a long time but they charge too much. Unhappy with their prices but the product is good.

Anonymous

We need more choices than just Comcast
They need to reopen their store on McCaslin

James McDougal

Would like other options. Pricing structures are too high. Miss the McCaslin store. Would use another carrier if one were available.

Wendy Bowling – 687 Ridgeview Drive

Generally unhappy with their customer service. Has outages for cable and internet. Very hard to get a real person to speak with when call customer service.

Anonymous

Now needs a box to convert the signal, used to be able to plug the cable directly to the TV. Lousy to change without informing customers ahead of time.

Lawrence Anderson – 632 Manorwood Lane

Would like to have an alternative as Comcast is so expensive

Mark Esenwein (sp?) – 579 West Spruce Lane

Customer Service is very poor. Liked the Louisville store. The Boulder Store's service has been horrible.

My bill continually goes up and I have to talk to the billing department every month.